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Bolsover District Council

Meeting of the Housing Liaison Board on 27 January 2026

Agenda Item 6: Housing Key Performance Indicators

Classification:	This report is Public
Report By:	Assistant Director of Housing Management & Enforcement

Background

In spring 2024, the Council launched its new Council Plan “The Future 2024-2028”. This describes the key role we play in supporting the District, through the provision and delivery of key services that are essential to everyday life. The plan also outlines our four main aims:

- Customers - providing excellent and accessible services
- Economy - drive growth, promote the district and be business and visitor friendly
- Environment - protect the quality of life for residents and businesses, meet environmental challenges and enhance biodiversity
- Housing - deliver social and private sector housing growth

As a Housing Service we have developed a number of Key Performance Indicators (KPIs) that show how we are contributing to the Councils Ambitions. A summary of current performance is attached at Appendix 1.

Keeping Tenants informed of our performance

The Council’s Housing Management team produces a significant amount of performance related information, whether this be the Complaints information, the Tenant Satisfaction Measures or the Councils own KPIs.

We would like to ensure we are providing tenants with useful and informative data which means that they can hold us to account on the services we deliver. Tenants can only do that when they have been provided with the relevant information or data. We welcome tenant feedback on our current performance and suggestions for areas of focus to improve performance/delivery.

Attached at appendix 1 is a summary of performance against our service indicators for the year 2025-26.

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At appendix 2 is the Q3 performance poster for circulation in contact centres. Following the recent refresh of the Council's website, a specific page for performance information has now been developed [Our service performance](#).

Moving forward the quarterly performance posters are now included in the Bolsover Homes Newsletter [Tenant Participation](#).

RECOMMENDATION(S)

1. That the performance documented in the attached reports is reviewed and acknowledged.
2. That members review the figures in the Q3 performance poster and raise any queries.

Links to Council Ambition: Customers, Economy, Environment and Housing

Ambition: Housing

Priority: Maintaining and improving property and housing management standards and ensuring that standards and living conditions in the district contribute towards better health outcomes for all

Target HOU4: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.

DOCUMENT INFORMATION	
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Appendix No	Title
1.	Housing Management Key Performance Indicators – Service Plan 2024-28 (Quarter 3 2025/26)
2.	Q3 2025-26 Performance poster (<i>to follow at meeting</i>)